

Performance Review of Vendor Customer Assistance

Date: [Insert Date]

To: [Vendor Name]

Subject: Performance Review of Customer Assistance

Dear [Vendor Contact Name],

As part of our ongoing evaluation of vendor performance, we have reviewed your team's customer assistance over the last [insert time period]. We appreciate the effort your team has put into providing support to our customers.

Highlights:

- Response Time: Your average response time of [insert time] was commendable.
- Issue Resolution: [Insert percentage]% of issues were resolved on the first contact.
- Customer Feedback: We received positive feedback from customers regarding your team's professionalism and helpfulness.

Areas for Improvement:

- Communication: There were instances where customer updates were delayed.
- Training: Additional training for staff on [specific issue] could enhance customer satisfaction.

We believe that addressing these areas will further improve the customer experience. We appreciate your commitment to excellence and look forward to our continued partnership.

Thank you for your attention to these matters.

Sincerely,

[Your Name]

[Your Title]

[Your Company]